

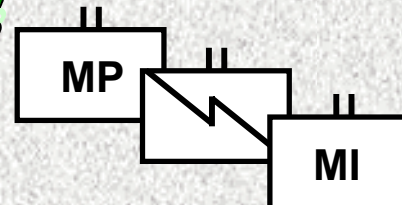
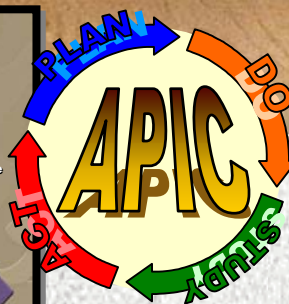
A Value Driven, Disciplined Process



Persuasive in Peace

OBJECTIVE

Invincible in War



EXAMPLE OF AN INITIAL SELF ASSESSMENT *COMBAT SUPPORT*

ASK YOURSELF

1. What do you do?
2. Why do you do it?
3. Does it support the mission (METL)?
4. Who do you do it for?
5. How well do you do it?
6. Can it be accomplished more efficiently by another source?
7. Do you measure it?
8. How can you do it better?

Leaders determine metrics for quality and performance improvements (Goals)

Results In Winning on the "Battlefield" of Change

CUSTOMERS	CUSTOMER REQUIREMENTS	PRODUCTS AND SERVICES	KEY PROCESSES	INFO SYSTEMS	IN-PROCESS METRICS	RESULTS METRICS	BENCHMARKS
Division, Brigade or JTF Commander	Provide Military Intelligence Support capable of supporting the full spectrum of military operations	Disrupt enemy C4I; Degrade enemy fire support and Air Defense nets; conduct ground reconnaissance and surveillance; collect electronic intelligence	Counter-intelligence (CI); Prisoner-of-war interrogation (PW); Long Range Surveillance (LRSD); Analysis and Control (ACE)	TROJAN SPIRIT; ASAS; REMBASS; AEPDS; QUICKFIX	Decide, Detect, Deliver, Assess (D3A) process	HPT kill rate; Accuracy of Battle Damage and Assessment (BDA); Timely dissemination of enemy situation	Comparisons to other like units (Bde, Division, other services)
	Provide Signal Support capable of supporting the full spectrum of military operations	COMSEC Repair; Voice, Data and Automation Spt; Secure and non-secure communications; FMHF/LOS/TACSAT/MSE capability	Network connectivity; Nodal location placement; COMSEC distribution	Signal support networks; LAN and Servers; SAMS-1/2	FES, SEN & RAU Setup time; network interruption time; equipment readiness rates	Uninterrupted secure and reliable communications support to customers	Comparisons to other like units (Bde, Division, other services)
	Provide Military Police Support capable of supporting the full spectrum of military operations	Maneuver & Mobility Support (MMS); Area Security (AS); Internment and Resettlement (IR); Law and Order (L&O); Police Intelligence Operations (PIO)	Regulation enforcement; Civilian Control; Force Protection: EPW handling; Criminal investigations; IPB	Blotter Reports; ASAS	ROE/ROI violations; # citations issued; # security breaches; # EPW escape attempts; # fratricide incidents	USR C-Ratings; EXEVAL Results; CTC "takehome" Feedback; CERTEX Results; Command Inspection Results	Comparisons to other like units (Bde, Division, other services) local or HN law enforcement agencies
BN Soldiers	Quality of Life						
	Fitness						
	Families						
CAN DEVELOP FOR INTERNAL CUSTOMERS							

